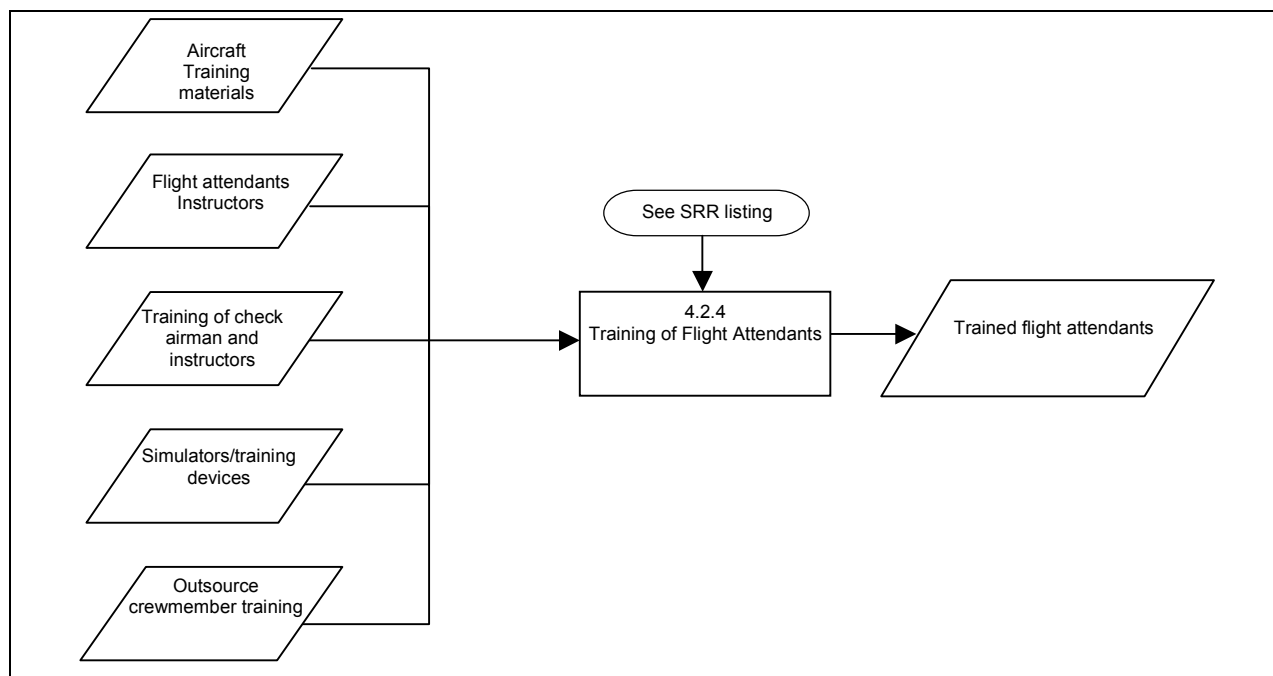


# Safety Attribute Inspection (SAI) Job Aid



## ELEMENT SUMMARY INFORMATION

**Element:** 4.2.4 Training of Flight Attendants

**Purpose of this Element** (Air Carrier's responsibility): To ensure that its flight attendants are properly trained.

**Objective** (FAA responsibility): To determine if the air carrier's Training of Flight Attendants process includes safety attributes.

### Inputs:

- Aircraft
- Training Materials (e.g., videos, manuals)
- Flight Attendants
- Instructors
- Element Training of Check Airmen and Instructors
- Element Simulators/Training Devices
- Element Outsource Crew Member Training

### Outputs:

- Trained Flight Attendants

### Performance Measures:

- Training is conducted in accordance with the approved training program.

# Safety Attribute Inspection (SAI) Job Aid

## SRR:

- 121.401 (a-e): Training program: General.
- 121.403 (a, b): Training program: Curriculum.
- 121.404: Compliance dates: Crew and dispatcher resource management training.
- 121.415 (a-e, g): Crewmember and dispatcher training requirements.
- 121.417 (a-e): Crewmember emergency training.
- 121.418 (a): Differences training: Crewmembers and dispatchers.
- 121.421 (a-c): Flight attendants: Initial and transition ground training.
- 121.427 (a-d): Recurrent training.
- 121.429 (a): Prohibited drugs.
- 121.405 (a, e) Training program and revision: Initial and final approval.

## Other CFRs and/or FAA Guidance:

- CFR 121.433 (e): Training required.
- FAA Order 8400.10, Volume 3, Chapter 14: Flight Attendant Training and Qualification Programs
- FSAT 97-07: Miscellaneous Cabin Safety Training and Procedure Items
- HBAT 96-04: Guidelines for Training Flight Attendants Assigned to Open More Than One Door During an Aircraft Emergency Evacuation
- HBAT 97-07: Amendment to Guidelines for Crewmember Training on Aircraft Tailcones and Approval of Tailcone Training Devices.
- FSAT 97-02: Approval of Flight Attendant Training Programs and Acceptance of Flight Attendant Manuals
- Legal Interpretations:
  - Legal Interpretation of 121.434(e) dated 3/11/88 in a letter to: Ms. Joellen M. Thompson, Director of Safety and Membership Services
  - Independent Union of Flight Attendants
- Preamble:
  - 58 FR 46500: Volume 58, No. 168; Wednesday, September 1, 1993; Page 46500
  - [Docket No. 24792; Amendment No. 121-234], RIN 2120-AD76
  - Protective Breathing Equipment Training
- Refer to appropriate Advisory Circulars

# Safety Attribute Inspection (SAI) Job Aid

## SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
121.401 (a-e)	To require the establishment, approval, and usage of training and checking programs for operations personnel.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.403 (a, b)	To establish the curriculum for crewmember and dispatcher training programs.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.404	To establish compliance dates for the completion of Crew Resource Management and Dispatch Resource Management training.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.415 (a-e, g)	To specify the training requirements for crewmembers and dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.417 (a-e)	To specify requirements for crewmember emergency training.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.418 (a)	To specify requirements for differences in training for crewmembers and dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.421 (a)	To specify the minimum content of initial and transition ground training for flight attendants.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
121.421 (b)	To require a competency check for flight attendants as part of the initial and transition ground training.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
121.421 (c)	To specify the minimum required hours for flight attendant initial ground training.	<i>Certification: Operations and CSI</i> <i>Surveillance: Operations and CSI</i>
121.427 (a-d)	To specify the content of recurrent ground and flight training for crewmembers and dispatchers.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.429 (a)	To require training on the prohibited drugs testing program.	<i>Certification: Operations</i> <i>Surveillance: Operations</i>
121.405 (a, e)	TBD	<i>Certification: Operations</i> <i>Surveillance: Operations</i>

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### SECTION 1 - RESPONSIBILITY ATTRIBUTE

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Training of Flight Attendants process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who is responsible for the quality of the Training of Flight Attendants process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Training of Flight Attendants process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who is answerable for the quality of the Training of Flight Attendants process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### SECTION 2 – AUTHORITY ATTRIBUTE

**Objective:** To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Training of Flight Attendants process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Identify the person who has the authority to establish or modify the Training of Flight Attendants process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Training of Flight Attendants process with the person.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Training of Flight Attendants process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has the responsibility for the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Training of Flight Attendants process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### SECTION 3 – PROCEDURES ATTRIBUTE

**Objective:** To determine if the air carrier has documented procedures for accomplishing the Training of Flight Attendants process.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Attendants process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Training of Flight Attendants process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Training of Flight Attendants process to gain an understanding of the procedures

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Do written procedures exist to achieve the desired result of the Training of Flight Attendants process:

1.1 Do written procedures exist to address abnormal training requirements (e.g., reassignments, and acquisitions, and interchange agreements)? [SRR 121.415 (a); 121.417 (a-e)]

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.2 Do written procedures exist to address the maintenance and distribution of training program manual(s)?

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.3 Do written procedures exist to obtain FAA approval for changes to the Flight Attendant training program? [SRR 121.405 (a, e); 121.415(b-e)]

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.4 Do written procedures exist to ensure that training programs are evaluated for compliance with the CFR? [SRR 121.421 (a-c); 121.403(a-b); 121.427 (a-d)]

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.5 Do written procedures exist to adapt the Flight Attendant training program to changes in the air carrier's environment? [SRR 121.418 (a), 121.421 (a, b)]

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

2. Do the procedures identify: who, what, where, when and how?

☐ YES    If no, explain:  
☐ No

3. Are the procedures in compliance with the CFR(s)?

☐ YES    If no, explain:  
☐ No

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### **SECTION 3 – PROCEDURES ATTRIBUTE**

4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
5. Does the air carrier have the resources to support the written procedures for the Training of Flight Attendants process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure.)	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A,    No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Training of Flight Attendants process consistent?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Training of Flight Attendants process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### SECTION 4 – CONTROL ATTRIBUTE

**Objective:** To determine if checks and restraints are designed into the Training of Flight Attendants process to ensure a desired result is achieved.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Attendants process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Training of Flight Attendants process with appropriate personnel to gain an understanding of the controls.
4. Observe the Training of Flight Attendants process to gain an understanding of the controls.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following checks and restraints built into the Training of Flight Attendants process:

1.1 Does the air carrier have a method to ensure that instructors are qualified for the modules they are instructing?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Does the air carrier have a method to ensure that the required hours of training contain only information specified by regulation?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Does the air carrier have a method to ensure the currency of the training program?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Does the air carrier have a method to ensure that tests accurately measure the training objectives?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Does the air carrier have a method to ensure continued adequacy of training devices?	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Does the air carrier have a method to ensure that required training is conducted when due? [SRR 121.401 (b)]	<input type="checkbox"/> YES    If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. Do the checks and restraints ensure the desired result is achieved for the Training of Flight Attendants process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Training of Flight Attendants process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO
4. Does the air carrier have the resources to support the checks and restraints for the Training of Flight Attendants process?	<input type="checkbox"/> YES    If no, explain: <input type="checkbox"/> NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** To determine if the air carrier measures and assesses the Training of Flight Attendants process, to identify and correct problems or potential problems.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Attendants process.
2. Discuss the Training of Flight Attendants process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Training of Flight Attendants process to gain an understanding of the process measures.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. <Deleted>

2. Does the air carrier's Training of Flight Attendants process include the following process measurements?

2.1 Does the air carrier use feedback from students, instructors, and others.

☐ YES If no or N/A, explain:  
☐ NO  
☐ N/A

2.2 Does the air carrier evaluate their process for implementing changes to their Flight Attendant training program.

☐ YES If no or N/A, explain:  
☐ NO  
☐ N/A

2.3 Does the air carrier use phased testing to evaluate students and trends in the quality of the training program.

☐ YES If no or N/A, explain:  
☐ NO  
☐ N/A

3. Does the air carrier document their process measurement methods and results?

☐ YES If no, explain:  
☐ NO

4. Are the air carrier's process measurement methods effective?

☐ YES If no, explain:  
☐ NO

5. Does the air carrier use their process measurement results to improve their programs?

☐ YES If no, explain:  
☐ NO

6. Are the process measurement results accessible to the FAA?

☐ YES If no, explain:  
☐ NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Training of Flight Attendants process?

☐ YES If no, explain:  
☐ NO

8. Does the air carrier have the resources to support the process measurement for the Training of Flight Attendants process?

☐ YES If no, explain:  
☐ NO

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### SECTION 6 – INTERFACES ATTRIBUTE

**Objective:** To determine if the air carrier identifies and manages the interactions between the Training of Flight Attendants process and the other element processes within the air carrier organization.

*To meet this objective, the inspector will accomplish the following tasks:*

1. Review the documented instructions and information related to the Training of Flight Attendants process.
2. Discuss the Training of Flight Attendants process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Training of Flight Attendants process to gain an understanding of the interfaces.

*To meet this objective, the inspector will determine and record answers to the following questions:*

1. Are the following interfaces identified for the Training of Flight Attendants process:

1.1 Aircraft Airworthiness Requirements (Element 1.1.1)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.2 <Deleted>

1.3 Passenger Handling (Element 3.1.1)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.4 Flight Attendant Duties/Cabin Procedures (Element 3.1.2)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.5 Airman Duties/Flight Deck Procedures (Element 3.1.3)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.6 Carry On Baggage (Element 3.1.5)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.7 Exit Seating (Element 3.1.6)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.8 Carriage of Cargo (Element 3.1.8)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

1.9 Training of Crewmembers (Element 4.2.3)

☐ YES    If no or N/A, explain:  
☐ No  
☐ N/A

# Safety Attribute Inspection (SAI) Job Aid

4.2.4 Training of Flight Attendants		
SECTION 6 – INTERFACES ATTRIBUTE		
1.10 Simulators/Training Devices (Element 4.2.8)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.11 Outsource Crewmember Training (Element 4.2.9)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.12 Appropriate Airman/Crewmember Checks and Qualifications (Element 4.3.2)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.13 Station Facilities (Element 5.1.5)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.14 Scheduling/Reporting System (Element 6.1.1)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.15 Flight Attendant Duty/Rest Time (Element 6.1.3)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.16 Advanced Qualification Program (AQP) (Element 4.3.3)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.17 Safety Program (Element 7.2.1)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.18 Manual Currency (Element 2.1.1)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.19 Content Consistency Across Manuals (Element 2.1.2)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.20 (Manual) Distribution (Element 2.1.3)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.21 (Manual) Availability (Element 2.1.4)	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:
1.22 Marketing	<input type="checkbox"/> YES <input type="checkbox"/> No <input type="checkbox"/> N/A	If no or N/A, explain:

# Safety Attribute Inspection (SAI) Job Aid

## 4.2.4 Training of Flight Attendants

### **SECTION 6 – INTERFACES ATTRIBUTE**

2. List any additional interfaces identified:

3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
--	--

4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
--	--

5. Are the interfaces between the Training of Flight Attendants process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES <b>If no, explain:</b> <input type="checkbox"/> NO
--	--